Topics

Click a link below for more information:

- **Select a Device**: Choose the best possible device to capture payment for your particular situation
- **Set Up a Device**: Make sure that your device is ready to accurately process payments and record them in the payment product
- **Troubleshoot a Device**: Follow these steps to deal with the most likely issues that may happen during payment processing
- **Appendix**: More information on troubleshooting and specific device setup

InstaMed Payment Devices Overview

InstaMed's payment solutions work with a wide range of payment devices that read information from payment cards, checks or both.

This quick reference guide is designed to provide information on device selection, setup and basic troubleshooting.

For more information about how to use the devices, please refer to the InstaMed Online User Guide or your vendor's documentation as appropriate.

Select the right device

Different devices have different payment type and security configurations and should be carefully studied before purchase and deployment. Consider the following questions and use the chart on the next page to find the device that meets your specific needs.

Questions to Consider:

1. **Do you need to read payment cards?**
   a. Do you need a mobile solution?
   b. Do you need end-to-end encryption?
2. **Do you need to read checks?**
   a. Do you need to read payment cards on the same machine?
   b. Do you need a batch reader?

***Device Consideration**: The MagTek ImageSafe reads both payment cards and checks*

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Card Payment Device Selection Table

Use the table below to select the right device for the payment type accepted, the security level required, etc. Contact InstaMed if you do not see the capabilities or configurations that meet your business needs.

NOTE: **Some device part numbers cover a range of configurable options. Specify which configuration meets your particular needs when ordering devices.**

	Device Name	Part Number	Mode	P2PE	Card Scan	Manually Key Card	Check Scan	Notes
	MagTek Dynapro	30056001	HID	✓	✓	✓		
		30056003	HID	✓	✓	✓		w/ signature capture
		30056013	HID	✓	✓	✓		
		30056028	HID	✓	✓	✓		w/ signature capture
	MagTek IPAD	30050202	KE	✓	✓	✓		
		30050200	HID	✓	✓	✓		
	MagTek Dynamag	21073062	KE	✓	✓			
		21073075	HID	✓	✓			
		21073062	KE		✓			Not recommended due to PCI scope impacts
		21073075	HID		✓			
	MagTek ImageSafe	22370001	HID	✓	✓		✓	Card swipe encryption is optional
	MagTek uDynamo	21073092	M	✓	✓			Designed for use with the iOS app InstaMed Go. Can also be used with other mobile computing options – smartphones, tablets (e.g., Microsoft's Surface Pro) or with any device able to connect to the uDynamo micro USB port.

Mode Description	Description
HID	Human Interface Device: device interacts directly with humans and is typically used with USB ports
KE	Keyboard Emulation: device connects to a computer and imitates the computer's keyboard in function and performance
M	Mobile Device Peripheral: device connected to the audio port of a mobile phone or tablet in order to interact with InstaMed Online
P2PE	Point to Point Encryption

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Check Payment Device Selection Table

Please contact InstaMed if you do not see the capabilities or configurations that meet your business needs.

	Device Name	Part Number	Mode	P2PE	Card Scan	Batch Check	Check Scan	Notes
	MagTek ImageSafe	22370001	HID	✓	✓		✓	Card swipe encryption is optional
	RDM EC6011f	RDM EC6011f	HID				✓	No longer recommended
	RDM EC6111f	RDM EC6111f	HID		✓		✓	No longer recommended
	RDM EC7011f	RDM EC7011f	HID				✓	If P2P (point-to-point) CC (credit card) swipe is required, then use this RDM unit in conjunction with a CC swipe device that enables P2P encryption (e.g., MagTek Dynamag)
	RDM EC7111f	RDM EC7111f	HID		✓		✓	If CC swipe is required, but P2P encryption is NOT required, then use this RDM unit for both check and card payment processing
	Panini VisionX	VX50-1-FF-IJ	HID			✓	✓	50 checks/minute, ink jet printer attached
		VX75-1-FF-IJ	HID			✓	✓	75 checks/minute, ink jet printer attached
		VX100-1-FF-IJ	HID			✓	✓	100 checks/minute, ink jet printer attached
	MagTek Excella	22310102	HID			✓	✓	20-50 checks/minute

Mode Description	Description
HID	Human Interface Device: device interacts directly with humans and is typically used with USB ports
KE	Keyboard Emulation: device connects to a computer and imitates the computer's keyboard in function and performance
M	Mobile Device Peripheral: device connected to the audio port of a mobile phone or tablet in order to interact with InstaMed Online
P2PE	Point to Point Encryption

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Set Up a Device

There are four basic steps to setting up a device properly. Details on each step follow the list below:

1. **Device Driver Selection & Installation**

   Most devices need a specific software driver installed on the computer that the device will be connected to. The driver can be downloaded from the device manufacturer or from InstaMed's website. Follow the instructions later in this guide to make sure installation is done properly.

2. **Device Connection & Validation**

   After the device driver has been installed the device must be connected to the computer. Once it is connected and powered on, confirm that the computer recognizes the device correctly.

3. **Device Configuration**

   Most devices used with InstaMed Online need to be configured so payment information can be captured correctly. Each device has a specific configuration profile that must be selected. Follow the instructions later in this guide to determine the proper configuration profile.

4. **Device Testing**

   Once the device has been correctly set up it should be tested to see that payment information is accurately captured and transmitted to the InstaMed portal.

These steps should ensure that a device is working correctly and is ready to use. If there are issues with the machine after these steps have been accomplished, consult the troubleshooting section of this guide.

Device Driver Selection & Installation

⚠ **Software installation must be done by a user with administrator rights.**

See the "Card/Check Payment Device Drivers & Configuration Profiles" table on the following pages for a list of which driver to install for a specific device.

1. Point your web browser to the following address and click the **Download** link for your device.

http://www.instamed.com/contact/device-drivers/

Device Drivers

The following device drivers are available for download:

Device	Operating System(s)	Driver
MagTek ImageSafe	Windows 7, XP	Download
MagTek IPAD/DynaPro	Windows 7, XP, Vista	Download
MagTek Dynamag USB	Windows 7, XP, Vista, 2000, or Server 2003	Download
MagTek Excella	Windows 7, XP, Vista, 2000, or Server 2003	Download
MagTek Mini MICR USB	Windows 7, XP, Vista, 2000, or Server 2003	Download
RDM EC6000/7000 (6.5.6.7)	Windows 7, XP, Vista, 2000, or Server 2003	Download
RDM EC6000/7000 (6.6.3.10)	Windows 7, XP, Vista, 2000, or Server 2003	Download
RDM EC6000/7000 (6.6.5.20)	Windows 7, XP, Vista, 2000, or Server 2003	Download
Panini MyVisionX	Windows 7, XP, Vista, 2000, or Server 2003	Download
MagTek IPAD	Windows 7, XP, Vista, 2000, or Server 2003	Download

2. Click **Save** when prompted. Select a location for the file and allow the download to complete.

3. Locate the saved file on your computer. Right-click the file and select **Extract All**.

4. Complete the **Extraction Wizard** to unzip the file.

5. When extraction is complete, open the unzipped folder and run the set up file with the name shown in the table labeled **Card/Check Payment Device Drivers & Configuration Profiles.**

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Card Payment Device Drivers & Configuration Profiles

For more information on specific part numbers, please see the manufacturer's documentation or refer to the Card/Check Payment Device Selection table shown earlier in this guide.

	Device Name	Part Number	Mode	P2P Encryption	Device Configuration Profile	Device Driver
	MagTek Dynapro	30056001	HID	Y	IPAD/Dynapro Secure USB All Browsers 108.01	MagTek IPAD/DynaPro **[run the file labeled: "MAGTEK DYNAPRO DRIVER.EXE"]**
		30056003	HID	Y		
		30056013	HID	Y		
		30056028	HID	Y		
	MagTek IPAD	30050202	KE	Y	IPAD Secure USB w/ Keyboard Emulation	MagTek IPAD/DynaPro **[run the file labeled: "MAGTEK DYNAPRO DRIVER.EXE"]**
		30050200	HID	Y	IPAD Secure USB All Browsers	
	MagTek Dynamag	21073062	KE	Y	Dynamag Secure USB w/ Keyboard Emulation	MagTek Dynamag USB **[run the file labeled: "SETUP.EXE"]**
		21073075	HID	Y	Dynamag Secure USB All Browsers	
		21073062	KE	N	Dynamag Legacy USB w/ Keyboard Emulation	
		21073075	HID	N	Dynamag Legacy USB All Browsers	
	MagTek ImageSafe	22370001	HID	Y	IMAGESAFE SECURE USB	MagTek ImageSafe **[run the file labeled: "99500006.exe"]**
		22370001	HID	N	IMAGESAFE LEGACY USB	
	MagTek uDynamo	21073092	M	Y	Requires an installation of the app "InstaMed Go" **(*available on the iTunes App Store*)**	n/a

Mode Description	Description
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Check Payment Device Drivers & Configuration Profiles

For more information on specific part numbers, please see the manufacturer's documentation or refer to the Card/Check Payment Device Selection table shown earlier in this guide.

	Device Name	Part Number	Mode	P2P Encryption	Device Configuration Profile	Device Driver
	MagTek ImageSafe	22370001	HID	Y	IMAGESAFE SECURE USB	MagTek ImageSafe **[run the file labeled: "99500006.exe"]**
		22370001	HID	N	IMAGESAFE LEGACY USB	
	RDM EC6011f	RDM EC6011f	HID	N	EC6000i USB V6.6.5.20	RDM EC6000/7000 (6.6.5.20) **[run the files labeled: "RDM_USB_DRVR_INST.EXE" and "RDM_CNTRL_INST.EXE"]**
	RDM EC6111f	RDM EC6111f	HID	N	EC6000i USB w/ Card Reader V6.6.5.20	
	RDM EC7011f	RDM EC7011f	HID	N	EC7000i USB V6.6.5.20	
	RDM EC7111f	RDM EC7111f	HID	N	EC7000i USB w/ Card Reader V6.6.5.20	
	Panini VisionX	VX50-1-FF-IJ	HID	N	Vision X V3.3.0.1	Panini MyVisionX **[run the file labeled: "SETUP.EXE"]**
		VX75-1-FF-IJ	HID	N		
		VX100-1-FF-IJ	HID	N		
	MagTek Excella	22310102	HID	N	Excella USB	MagTek Excella **[run the file labeled: "99500006.exe"]**

Mode Description	Description
HID	Human Interface Device: device interacts directly with humans and is typically used with USB ports
KE	Keyboard Emulation: device connects to a computer and imitates the computer's keyboard in function and performance
M	Mobile Device Peripheral: device connected to the audio port of a mobile phone or tablet in order to interact with InstaMed Online

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Device Connection & Validation

⚠ **Install the device driver before connecting the device to the computer.**

If the device has a separate power cable, plug that into the wall socket before connecting the device to the computer.

Connect your device directly to the USB port on your computer.

***NOTE**: The uDynamo uses the audio jack or micro USB port of a mobile device.*

⚠ **Do not connect through a hub or an adapter. This may prevent the device from working properly.**

USB	Audio Jack

Consult the device manufacturer's documentation for specific information on what the LED color and status should be to indicate proper installation. If the indicator lights are displaying an error status please consult the manufacturer's documentation for troubleshooting information.

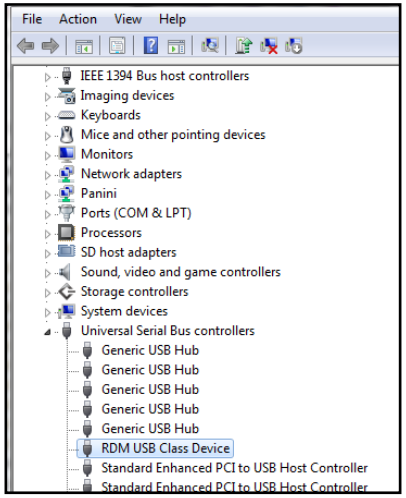
NOTE: Some devices will not activate their indicator lights even when they are correctly set up.

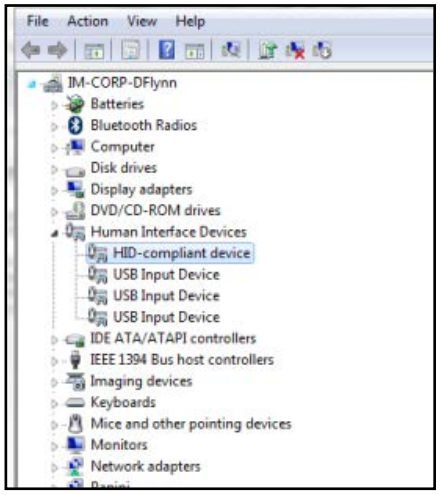
Confirm that the computer has recognized and validated the device by verifying that the device manager has registered the device on the computer.

***NOTE**: This applies ONLY to devices that plug into a computer USB port.*

⚠ **Make sure the device driver is installed and the device is plugged into the computer before validating the device on the computer.**

1. Go to the Control Panel and System and Security tab or page
2. Select the Device Manager and open it up
3. Locate the device in the list of devices and verify that it is correctly identified. Some devices will be listed directly under the main Device Manager file listing while others may be listed under nested entries:
   - MagTek MiniMag devices and MagTek Dynamag devices will be listed as '**HID-compliant device**' under Human Interface Devices
   - RDM devices will be listed as '**RDM USB Class Device**' under Universal Serial Bus controllers





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Thermal Receipt Printers

Epson TM-T88V is the supported thermal printer.

Software Installation [FOR ETHERNET CONNECTED PRINTERS]

1. Connect the Ethernet cable to the printer and Ethernet jack
2. Press and hold the Push button on the back of the printer to output the IP address
3. Insert the Epson TM-T88V Software and Documents disc
4. Click **Install Now**
5. Select **I accept the terms in the license agreement**, and click **Next**
6. On the **Select Installation Type** page, select **Easy Install**
7. When the **Connect Printer** page appears, ensure the printer is connected to the Ehternet jack and the power cable, and the printer is on
8. On the **Communication Port Settings** page:
    a. Select the **Ethernet** tab
    b. Input the IP Address for the printer (*see step 2*)
    c. Click **Search**, the new IP Address will populate into the dropdown list
    d. Select the new IP Address
    e. Click **Next**
9. On the **Start Installation** page, click **Install**
10. When the **Installation Finished** page appears, perform a test print or click **Finish**

Software Installation [FOR USB CONNECTED PRINTERS]

1. Make sure the printer is NOT connected to the computer and powered down
2. Insert the Epson TM-T88V Software and Documents disc
3. Click **Install Now**
4. Select **I accept the terms in the license agreement**, and click **Next**
5. On the **Select Installation Type** page, select **Easy Install**
6. When the **Connect Printer** page appears, connect the printer to the USB port and the power cable, and make sure the printer is powered on
7. On the **Commnunication Port Settings** page, click the USB button and then click **Next**
8. On the **Start Installation** page, click **Install**
9. When the **Installation Finished** page appears, perform a test print or click **Finish**

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InstaMed Online Device Configuration

The following applies only to users of InstaMed Online. If you process payments in a different application, please refer to your vendor's documentation to configure your device.

⚠ **Make sure the device has already been connected and recognized by the computer it is plugged into.**

The Super User assigned to your account configures a default device profile that applies to all users. Please contact InstaMed Customer Service to confirm who the Super User is for your account.

Super User

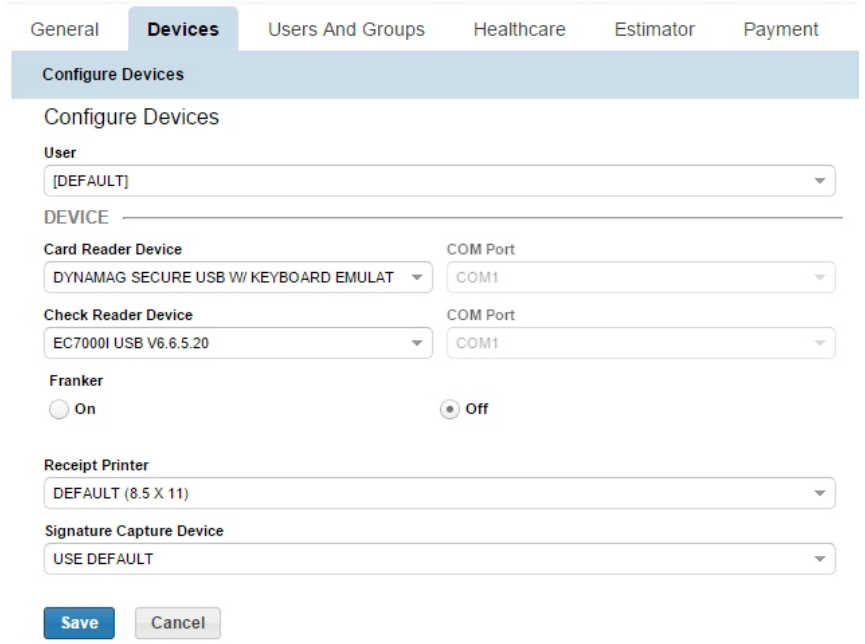
1. Log in to InstaMed Online
2. Click **Configure** in the **Main Menu**
3. Click the **Devices** tab
4. Select **[DEFAULT]** from the **Users** menu
5. Select the desired **Card Reader** and **Check Reader** items
6. Click **Save**

Use the Device Driver and Configuration Profile table earlier in this guide to select the correct profile for the type of device you are using.

All users may modify their own device profiles to override the default settings.

All Other Users

1. **Card Reader** and **Check Reader** are set to **Use Default**
2. To override the default setting for any computer, change the settings as desired and click **Save**
3. To override the default setting for the current computer only, select the **Save configuration for this computer only** checkbox before saving
4. To restore the default setting, click **Use Default** and then **Save**



Franker: The RDM check scanning devices (*shown above selected as the EC7000I USB V6.6.5.20*) has an additional feature – the Franker – that can be turned on and off from this configuration page. When turned on the Franker will stamp the checks to prevent duplicate scanning.

Receipt Printer: The payment product uses the default printer connected to the computer for receipt printing. Alternatively, specific peripherals – such as a thermal paper printers – can be selected here.

Signature Capture Device: InstaMed supports signature capture devices. If one is to be used, select the specific model here. Contact InstaMed Customer Support for more information.

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Device Testing

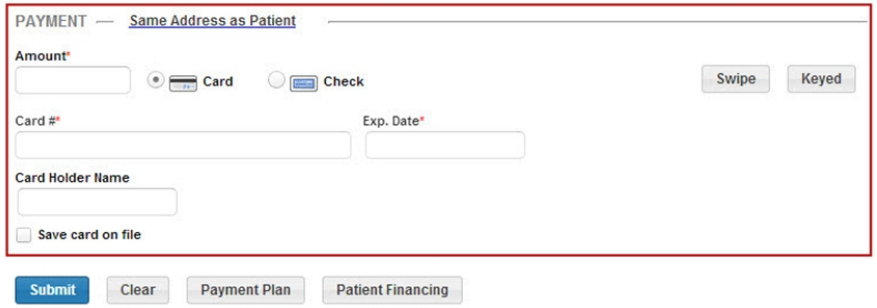
Complete setting up a device by testing the card swiping or check scanning function.

⚠ **In order to properly test the device make sure that the device driver has been installed on the computer, the device is plugged in and powered on, the computer has recognized the device, and the application has been configured to use the device.**

With InstaMed Online open in a browser, run the following tests to determine that the device is installed and registered properly:

Payment Card

1. Go to the **Payments** page on the application
2. Select or input patient information, input payment/billing information and a payment amount. Select **CARD** as the payment method.
3. Click **Swipe or Tap or Insert** (*a popup graphic will appear asking you to swipe a card for payment*)
4. Swipe, tap, or insert a payment card on the device
5. With a successful swipe, tap, or insert, the payment form fields will populate with the payment card information: ***if this happens, testing is successful***

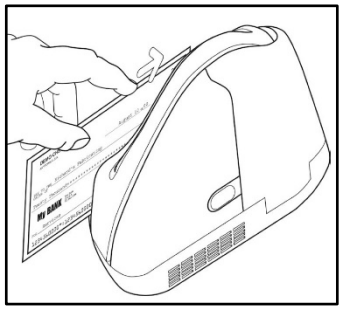


Check

1. Go to the **Payments** page on the application
2. Select or input patient information, input payment/billing information and a payment amount. Select **CHECK** as the payment method.
3. Click **Scan** (*a popup graphic will appear asking you to scan a check for payment*)
4. Insert a check into the device (***Single Check Device***). Make sure all folds and staples or paper clips have been removed

MagTek Single Check Scanner

a. Insert the check flush to the left side of the device
b. Insert the check with the information side facing the machine's center
c. Insert the check with the MICR line down



RDM Single Check Scanner

a. Insert the check flush to the right side of the device
b. Insert the check with the information side up
c. Insert the check with the MICR line (*shown by the red arrow in the image below*) to the inside right

5. Insert a batch of checks into the device (***Batch Check Device***)
    a. Make sure to stack the batch of checks together so that they are all facing the same direction. Fan the checks before placing them into the device feed hopper.

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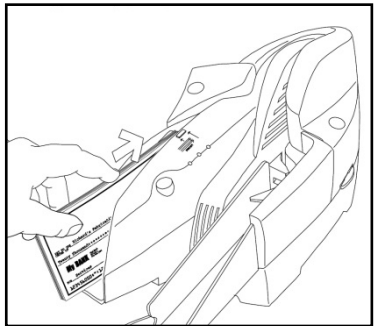
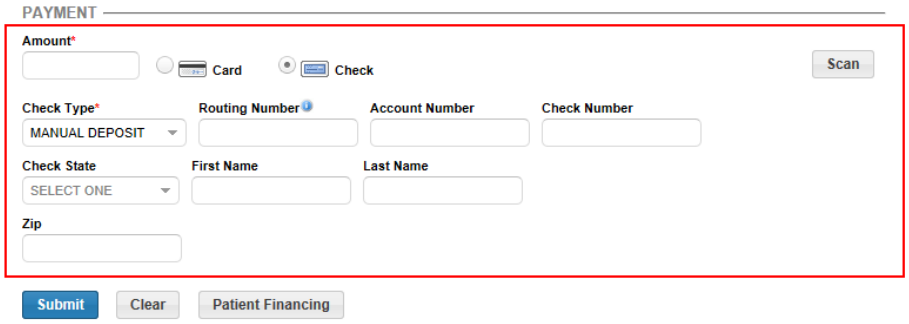
b. Place the check batch into the feed hopper of the device in the orientation as shown on the device hopper

c. Make sure that the MICR line is on the bottom

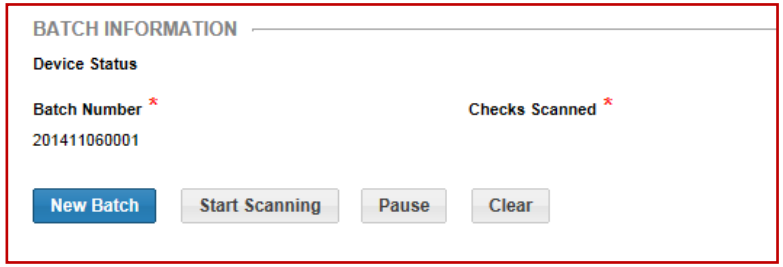


Check Feed for a Batch Check Device

6. With a successful scan, the payment form fields will populate with the payment information: ***if this happens, testing is successful***



Single Check Payment Page (*Fields Shown Unpopulated*)



Batch Check Payment Page

Device Setup Complete

With a successful test accomplished the device is set up. You may now use this guide to set up other devices or train others to set up their own devices.

If testing was unsuccessful use the following Troubleshooting Steps to identify and solve the problem.

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Troubleshooting Steps

1. **Device Power Supply**: If the device requires a dedicated power supply connection, make sure that the power cord is properly plugged into the device and the wall socket.

2. **Computer Connection**: Make sure that the device is securely plugged into the correct port on the computer that will be used to access the payment transaction pages.

3. **Device Indicator (LED) Status**: Make sure that after the device is plugged in and connected to the computer the indicator light or lights on the device are displaying the correct status according to the manufacturer's documentation

4. **Device Driver Installation**: Make sure that the correct device driver has been installed on the computer connected to the device. See the device driver installation section earlier in this guide for more information.

5. **Web Browser Configuration [SEE APPENDIX FOR MORE INFORMATION]**: Any modern web browser will work for payment transactions, but it **must be a 32-bit version**. InstaMed recommends using Microsoft Internet Explorer web browser and for the sake of this guide assumes that is the browser being used. The browser must be correctly configured with respect to Java, Security, and Active X controls in order to properly communicate with the payment devices. Following the detailed troubleshooting steps in the Appendix for more specific information.

6. **Device Configuration**: Make sure that the device has been properly configured on InstaMed Online. See the section on configuration earlier in this guide. If you are not using InstaMed Online, contact your payment product provider's customer support to confirm that the device is able to accurately send information to the payment product.

7. **Card/Check processing**: Test the device's ability to swipe a card or scan a check within InstaMed Online. See the Device Testing section earlier in this guide to confirm whether the portal is accurately reading the card swiped or check scanned.

8. **Java Update [SEE APPENDIX FOR MORE INFORMATION]**: Make sure that the latest version of Java is running on the computer that the device is connected to.

9. **Device Manufacturer Documentation**: Please contact the manufacturer directly for specific information about operating status and troubleshooting issues not addressed in this guide.

Manufacturer	Website
MagTek DYNAMAG IPAD/DYNAPRO uDYNAMO Excella ImageSafe	**http://www.magtek.com/**
RDM RDM EC6000 series RDM EC7000 series	**http://www.rdmcorp.com/**
Panini Vision X	**http://www.panini.com/**

10. **Contact Customer Service**: For more help on troubleshooting your device, please contact Customer Service through the contact information provided in the Help section of your provider portal.

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Appendix

Web Browser Configuration

Your internet browser must be properly configured in order to allow payment to be accurately captured by InstaMed Online through the payment device.

Follow the steps below and test the unit after each step to determine whether that step solved the current device problem.

1. **Browser Type & Version**: InstaMed recommends that you are using Microsoft's Internet Explorer as your web browser for the purposes of this guide. Make sure that the following is also true:

    a. **Browser Type**: You must be running a 32-bit browser in order to properly process payments with these devices. In the main browser window click on the HELP menu and select ABOUT INTERNET EXPLORER. If the dialog box says that it is a 64-bit browser, you must download or open a 32-bit version to continue. Contact microsoft.com for more information on downloading the latest 32-bit web browser.

    b. **Browser Version**: Internet Explorer 10 is the recommended browser for payment processing. You must be running Internet Explorer version 8 or higher. In the main browser window click on the HELP menu and select ABOUT INTERNET EXPLORER. If the dialog box displays a version number lower than 8 you must update to a newer version to continue. Contact microsoft.com for more information on downloading the latest version of Internet Explorer for your Operating System.

2. **Popup Blocker Settings**: Make sure that the browser settings keeping popup windows from automatically loading is correctly configured to InstaMed Online to function properly.

    a. Click the **Tools** menu and select **Popup Blocker Settings** from the **Popup Blocker** submenu

    b. Type **https://online.instamed.com** in the address field and click **Add**

3. **Java Settings**: Make sure that Java is able to run on the browser – some settings may disable Java and not allow the payment product to run properly.

    a. Click the **Tools** menu and select **Internet Options**

    b. Click the **Advanced** tab and scroll to the **Java (Sun)** section

    c. Select the **Use JRE** checkbox

    d. Click **Apply** and then **OK**

    e. Close all browser windows

4. **Disable Script Debugging**: Allowing the debugging function to operate could result in unwanted error messages and possibly impair the way that the payment product should work.

    a. Click the **Tools** menu and select **Internet Options**

    b. Click the **Advanced** tab and scroll to the **Browsing** section

    c. Select the checkboxes for **Disable Script Debugging** (***Internet Explorer*** *and* ***Other***)

    d. Click **Apply** and then **OK**

    e. Close all browser windows

5. **Clear Temporary Internet Files**: This will ensure that the browser is using the latest files from the payment product.

    a. Click the **Tools** menu and select **Internet Options**

    b. From the **General** tab, delete **Temporary Internet Files**

    c. Close all browser windows

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6. **Clear Browser Cookies**:
    a. Click the **Tools** menu and select **Internet Options**
    b. From the **General** tab, delete **Cookies**
    c. Close all browser windows

7. **Remove Unnecessary Third-Party Toolbars**: Certain toolbars may conflict with other toolbars and cause browser stability issues. It is recommended that all third-party toolbars are removed from the browser.
    a. Close all instances of Internet Explorer, click **Start**, point to **Settings**, and then click **Control Panel**
    b. Double-click **Internet Options**
    c. Click the **Advanced** tab.
    d. Under **Browsing**, click to clear the **Enable third-party browser extensions (requires restart)** check box
    e. Restart Internet Explorer

8. **Browser Security Settings – Active X Settings**: USB devices require the use of ActiveX controls, which are add-ons that allow your web browser to interact with the devices. Your browser security settings may block the installation or use of ActiveX controls. In order to avoid constant messages from the browser concerning these security settings, follow the steps below:
    a. Click the **Tools** menu (or button) and select **Internet Options**
    b. Select the **Security** tab and the **Trusted Sites** zone
    c. In the **Security Level for this zone** section, click **Custom Level…**
    d. In the **Security Settings – Trusted Sites Zone** window, scroll to the **ActiveX controls and plug-ins** section and verify the following settings
        i. (Enable) Allow previously unused ActiveX controls to run without prompting
        ii. (Disable) Automatic prompting for ActiveX controls
        iii. (Enable) Download signed ActiveX controls
        iv. (Enable) Download unsigned ActiveX controls
        v. (Enable) Initialize and script ActiveX controls not marked as safe for scripting
        vi. (Enable) Run ActiveX controls and plug-ins
    e. Click **OK**
    f. In the **Internet Options** window, click **Apply** and then **OK**
    g. **NOTE**: If you are using **Internet Explorer 11**, also do the following:
        i. Click on the **Tools** button , and then click **Compatibility View settings**
        ii. Under **Add this website**, enter the URL of the payment product you are using and then click **Add**
        iii. Click the **F12** button on your keyboard. This will open the developer panel on the bottom of the browser.
        iv. Press **Ctrl+8** or click on the Emulation Icon on the left side of the panel
        v. Click the **User Agent String** dropdown menu and select **Internet Explorer 10**
        vi. Press **F12** on the keyboard to exit the developer panel

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Verify Device Driver Status

Installing the driver for your device is explained earlier in this guide, but it may be necessary to verify that you have the correct driver installed.

1. For the RDM devices, follow the table below to make sure that the latest driver is installed. To confirm the file version, right-click the file and select Properties. The file version will be listed on the Details tab:

Filename	Location	Driver Package	File Version
RDMSIM.sys	C:\Windows\System32\Drivers	v6.6.3.10 v6.6.5.20	3.4.1.20 3.4.1.20
RDMCO.dll	C:\Windows\System32 (32-bit Operating System) C:\Windows\SysWOW64 (64-bit Operating System)	v6.6.3.10 v6.6.5.20	1.6.8.304 1.6.8.514
RDMSO.dll	C:\Windows\System32 (32-bit Operating System) C:\Windows\SysWOW64 (64-bit Operating System)	v6.6.3.10 v6.6.5.20	1.6.8.304 1.6.8.514

2. For the MagTek devices, it is recommended that you simply re-install the latest drivers to ensure that the correct driver is installed on the computer interfacing with the device. See the section earlier in this guide for device driver installation.

Convert MagTek Device From HID to KE Mode

MagTek devices in keyboard emulation mode do not require use ActiveX controls. To convert a MagTek device to keyboard emulation mode make sure that the device is in a non-encrypted mode and then go to the MagTek website and use the automatic conversion process they have set up there:

http://www.magtek.com/support/mode/

Java Version Update

For those devices – and device modes – that require Java, it is necessary to have an up to date version of Java. It is recommended that you update the computer's Java version to the highest one available.

Determine which version you are running:

Windows 8

1. Right-click on the screen at bottom-left corner and choose the Control Panel from the pop-up menu
2. When the Control Panel appears, select Programs
3. Click **Programs and Features**
4. The installed Java version(s) are listed

Windows 7 and Vista

1. Click **Start**
2. Select Control Panel
3. Select Programs
4. Click **Programs and Features**
5. The installed Java version(s) are listed

Windows XP

1. Click **Start**
2. Select Control Panel
3. Click the **Add/Remove Programs** control panel icon
4. The Add/Remove control panel displays a list of software on your system, including any Java versions that are on your computer

If the version number listed in the About dialog box is less than Java 7 Update 51, visit Java's website and follow the instructions to update Java on the computer connected to the payment device.

https://www.java.com/

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